
|| PARTNERING FOR SUCCESS

|| Improve Your Business Performance...

If you are like most of our clients, you are looking for strategic ways to distinguish yourself from the competition. STAR provides customized shop and training programs that encourage performance results and are aligned with your organization's specific performance goals, portfolio and company values.

Measure your Brand Promise

From retail stores to fine dining or shopping on the Internet, the customer's experience is the cornerstone of repeat business, referrals and ultimately the overall success of your business. Our customized mystery shop programs are designed to observe associates performance and assess the perception of your brand identity.

Increase Customer Advocacy

Our custom web-based reporting systems and shop evaluations are accurate and easily accessible, providing powerful tools for any company whose goal is to retain its customer base and measure the customer experience of its service, products and employees.

Performance Training

All of our success workshops address the needs of managers and supervisors, but also designed to have a maximum impact of your front-line associates. We provide employees the knowledge and skills to better perform their responsibilities in a manner that is aligned with your company's needs and goals.

Business Sectors

- Multifamily Housing
- Retail
- Restaurants
- Hospitality

CONTACT

STAR Shops, Training And Results

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SERVICES AND SOLUTIONS

Mystery Shopping

- Evaluate and Increase Customer Satisfaction
- Understand and Monitor Brand Compliance
- Customized Shop Programs that Encourage Performance Results
- Accurate and Real-Time Shop Reporting

Performance Training

- Interactive, Energizing and Practical
- Extend Communication and Leadership Skills
- Identify Legal Responsibilities and Selling Techniques
- Increase Brand Compliance and Image

Customer Loyalty

- Build brand Equity and Influence
- Powerful Analytical Tools to Measure Customer Care
- Understand Your Businesses Strengths and Opportunities
- Enhance Customer Retention

Comparable Market & Survey Analysis

- Improve and Optimize Your Business Model
- Quantitative and Qualitative Research Methods
- Proven Methods of Comparable Analytics
- Maximize Your Portfolio's Performance

20+ Years of Experience

With the challenges in today's economy, your business must be able to depend on front-line associates to not only secure business, but also to effectively communicate the company's values and mission to both your repeat and prospective customers. Our team has over 20 years of training experience that can help you strategize, develop and facilitate programs that educate and motivate.

"Your customer's experience is only as good as the level of service they receive"

We are passionate about the services we offer and are dedicated to providing an ethical and professional experience to our clients. Our customized holistic approach provides objective, real-world critical information and lasting performance techniques that well-known and respected clients trust and rely on daily.

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